



# Postal Customer Questionnaire

1 Please check the appropriate box to indicate if you use the Permit Branch for the following services:

Postal Services	Daily	Weekly	Monthly	Never
a. Buy stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mail letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mail packages	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Buy Certified Mail™, Registered Mail™, Insured mail, Delivery Confirmation™, or Signature Confirmation™	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Send Express Mail®	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Pick up mail from a Post Office Box	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Pick up mail from general delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Buying Postal Money Orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buy stamp-collecting products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Other postal services:

a. Enter permit mailings Yes ☐ No ☐

## Nonpostal Services

a. Picking up government forms (such as tax forms) Yes ☐ No ☐

b. Assisting senior citizens, persons with disabilities, etc. Yes ☐ No ☐

If yes, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒ No ☐

If yes, which offices: McLean

\_\_\_\_\_

\_\_\_\_\_



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If you receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive Post Office box service or general delivery service, complete this section. How do you think Post Office Box service at the Falls Church Main Office will compare to your current service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☐

Please explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the <> Station/Branch is discontinued?

Yes ☒ No ☐

Name: \_\_\_\_\_  
(please print your name)

Address: \_\_\_\_\_

Telephone number: \_\_\_\_\_ Date: 1/22/10

Please add any additional comments on a separate piece of paper and attach it to this form.  
Thank you for taking the time to complete this questionnaire.

Please return your questionnaire by January 19, 2010 to the following address:

Post Office Review Coordinator  
PO Box 3603  
Winchester, VA 22604-2593

Always polite & helpful.

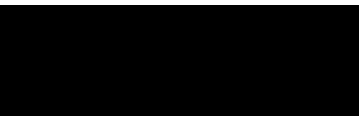
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April 29, 2010



Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Pimmit Branch, Falls Church, VA. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You stated said that you receive polite and helpful assistance from the personnel at the Pimmit Branch. Polite and helpful service will be provided by personnel at the Falls Church Main Post Office and other post offices in the area.

If it is determined that a discontinuance of the Pimmit Branch should be pursued, a proposal will be written and forwarded to USPS Headquarters for final approval. If USPS Headquarters feels the proposal is warranted, a final determination will be written. Affected customers will be notified if a decision is made to discontinue the Pimmit Branch.

If you have additional questions or comments, please feel free to contact Donna Bradley, Postmaster, Falls Church, VA at 703 -532-8504.

Sincerely,

A handwritten signature in dark ink, appearing to read "Robert S. Gingell".

Robert S. Gingell  
Sr. Manager, Post Office Operations  
8409 Lee Highway  
Merrifield, VA 22081-9998



## Postal Customer Questionnaire

f. Please check the appropriate box to indicate if you use the Permit Branch for the following services:

Postal Services	Daily	Weekly	Monthly	Never
a. Buy stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mail letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mail packages	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Buy Certified Mail™, Registered Mail™, Insured mail, Delivery Confirmation™, or Signature Confirmation™	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
e. Send Express Mail®	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Pick up mail from a Post Office Box	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Pick up mail from general delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Buying Postal Money Orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buy stamp-collecting products	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

## Other postal services:

a. Enter permit mailings Yes ☐ No ☒

## Nonpostal Services

a. Picking up government forms (such as tax forms) Yes ☒ No ☐

b. Assisting senior citizens, persons with disabilities, etc. Yes ☒ No ☐

If yes, please explain: Help neighbors when unable to do their errands, occasionally

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: \_\_\_\_\_





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If you receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive Post Office box service or general delivery service, complete this section. How do you think Post Office Box service at the Falls Church Main Office will compare to your current service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☐

Please explain. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the <> Station/Branch is discontinued?

Yes ☒

No ☐

Name: \_\_\_\_\_  
(please print your name)

Address: \_\_\_\_\_

Telephone number: \_\_\_\_\_

Date: 1/21/10

Please add any additional comments on a separate piece of paper and attach it to this form.  
Thank you for taking the time to complete this questionnaire.

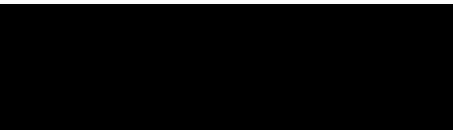
Please return your questionnaire by January 19, 2010 to the following address:

Post Office Review Coordinator  
PO Box 3603  
Winchester, VA 22604-2593

*This is my community. In a community  
a post office is essential, this branch is busy.  
I walk to everything ~~to~~ this  
is where I go. ~~that~~ to do most  
of mailings.*



April 29, 2010



Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Pimmit Branch, Falls Church, VA. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You stated it is essential for a community to have a post office. Every community does not have a post office. A communities identity derives from the interested and vitality of its residents.

The Postal Service has also developed a number of convenient options that can save customers a trip to the Post Office. For instance, customers can buy stamps online on our Web site at [www.usps.com](http://www.usps.com), by phone at 1-800-STAMPS24, or by mail. Stamp orders are delivered directly to customer mailing addresses. Our Click-N-Ship online mailing service will calculate and print mailing labels with postage. It also offers free Delivery Confirmation or Signature Confirmation as an option. Free carrier pickup may be requested online and is available with Express Mail Overnight Guaranteed, Priority Mail and International Mail. Customers can also place their mail on hold, file a change-of-address order, or request redelivery of an item of which a notice was left by calling 1-800-ASK-USPS or visiting [www.usps.com](http://www.usps.com).

You had indicated on your questionnaire that you utilized the post office for non-postal services such as picking up government forms. Nonpostal services provided by the Pimmit Branch will be available at other nearby post offices. Government forms normally provided in the lobbies will also be available at other post offices or by contacting your local government agency.

If it is determined that a discontinuance of the Pimmit Branch should be pursued, a proposal will be written and forwarded to USPS Headquarters for final approval. If USPS Headquarters feels the proposal is warranted, a final determination will be written. Affected customers will be notified if a decision is made to discontinue the Pimmit Branch.

If you have additional questions or comments, please feel free to contact Donna Bradley, Postmaster, Falls Church, VA at 703 -532-8504.

Sincerely,

A handwritten signature in dark ink, appearing to read "Robert S. Gingell".

Robert S. Gingell  
Sr. Manager, Post Office Operations  
8409 Lee Highway  
Merrifield, VA 22081-9998

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## Postal Customer Questionnaire

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a. Buy stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mail letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mail packages	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Buy Certified Mail™, Registered Mail™, Insured mail, Delivery Confirmation™, or Signature Confirmation™	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
e. Send Express Mail®	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Pick up mail from a Post Office Box	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Pick up mail from general delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Buying Postal Money Orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buy stamp-collecting products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other postal services:

a. Enter permit mailings Yes ☐ No ☒

## Nonpostal Services

a. Picking up government forms (such as tax forms) Yes ☐ No ☒b. Assisting senior citizens, persons with disabilities, etc. Yes ☐ No ☒

If yes, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐No ☒

If yes, which offices: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please don't close this post office, It is right next to  
 where I shop, get gas, go to the cleaners  
 Driving into the post office in downtown Falls Church  
 is out of my way with more traffic

→  
over



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If you receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive Post Office box service or general delivery service, complete this section. How do you think Post Office Box service at the Falls Church Main Office will compare to your current service?

Better ☐Just as Good ☐No Opinion ☒Worse ☐

Please explain: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

4. Do you currently use local businesses in the community?

Yes ☒No ☐

If yes, would you continue to use them if the &lt;&gt; Station/Branch is discontinued?

Yes ☐No ☒

(not as frequently)

Name: \_\_\_\_\_

(please print your name)

Address: \_\_\_\_\_

Telephone number: \_\_\_\_\_

Date: \_\_\_\_\_

1/20/10

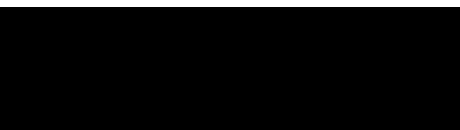
Please add any additional comments on a separate piece of paper and attach it to this form.  
Thank you for taking the time to complete this questionnaire.

Please return your questionnaire by January 19, 2010 to the following address:

Post Office Review Coordinator  
PO Box 3603  
Winchester, VA 22604-2593



April 29, 2010



Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Pimmit Branch, Falls Church, VA. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has developed a number of convenient options that can save customers a trip to the Post Office. For instance, customers can buy stamps online on our Web site at [www.usps.com](http://www.usps.com), by phone at 1-800-STAMPS24, or by mail. Stamp orders are delivered directly to customer mailing addresses. Our Click-N-Ship online mailing service will calculate and print mailing labels with postage. It also offers free Delivery Confirmation or Signature Confirmation as an option. Free carrier pickup may be requested online and is available with Express Mail Overnight Guaranteed, Priority Mail and International Mail. Customers can also place their mail on hold, file a change-of-address order, or request redelivery of an item of which a notice was left my calling 1-800-ASK-USPS or visiting [www.usps.com](http://www.usps.com).

If it is determined that a discontinuance of the Pimmit Branch should be pursued, a proposal will be written and forwarded to USPS Headquarters for final approval. If USPS Headquarters feels the proposal is warranted, a final determination will be written. Affected customers will be notified if a decision is made to discontinue the Pimmit Branch.

If you have additional questions or comments, please feel free to contact Donna Bradley, Postmaster, Falls Church, VA at 703-532-8504.

Sincerely,

A handwritten signature in dark ink, appearing to read "R. S. Gingell".

Robert S. Gingell  
Sr. Manager, Post Office Operations  
8409 Lee Highway  
Merrifield, VA 22081-9998



## Postal Customer Questionnaire

1. Please check the appropriate box to indicate if you use the Permit Branch for the following services:

Postal Services	Daily	Weekly	Monthly	Never
a. Buy stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mail letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mail packages	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Buy Certified Mail™, Registered Mail™, Insured mail, Delivery Confirmation™, or Signature Confirmation™	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
e. Send Express Mail® <i>Priority Mail</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Pick up mail from a Post Office Box	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Pick up mail from general delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Buying Postal Money Orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> <i>occasionally</i>
i. Buy stamp-collecting products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other postal services:

a. Enter permit mailings Yes ☐ No ☐

## Nonpostal Services

a. Picking up government forms (such as tax forms) Yes ☐ No ☐

b. Assisting senior citizens, persons with disabilities, etc. Yes ☐ No ☐

If yes, please explain: \_\_\_\_\_

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒ *seldom*

If yes, which offices: \_\_\_\_\_

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3. If you receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive Post Office box service or general delivery service, complete this section. How do you think Post Office Box service at the Falls Church Main Office will compare to your current service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☒

Please explain: \_\_\_\_\_

4. Do you currently use local businesses in the community? - For what, of course I use local businesses

Yes ☐

No ☐

If yes, would you continue to use them if the <> Station/Branch is discontinued?

Yes ☐

No ☐

Name: \_\_\_\_\_  
(please print your name)

Address: \_\_\_\_\_

Telephone number: \_\_\_\_\_ Date: 1/20/07

Please add any additional comments on a separate piece of paper and attach it to this form.  
Thank you for taking the time to complete this questionnaire.

Please return your questionnaire by January 19, 2010 to the following address:

Post Office Review Coordinator  
PO Box 3603  
Winchester, VA 22604-2603

Comments:

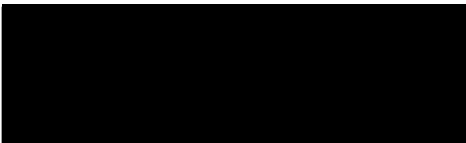
Im In Here A couple of Times Each Week,  
At Different Times Of Day.

THERE IS ALWAYS A LINE OF AT LEAST  
2 and up to 5 people.

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12  
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April 29, 2010



Dear Postal Customer:

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c. Mail packages	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Buy Certified Mail™, Registered Mail™, Insured mail, Delivery Confirmation™, or Signature Confirmation™	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Send Express Mail®	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
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g. Pick up mail from general delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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## Other postal services:

a. Enter permit mailings Yes ☐ No ☒

## Nonpostal Services

a. Picking up government forms (such as tax forms) Yes ☐ No ☒

b. Assisting senior citizens, persons with disabilities, etc. Yes ☐ No ☒

If yes, please explain: \_\_\_\_\_

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: Please do not close this post office. The main FC post office 1.7 miles away BUT there are many lights and traffic is pretty heavy. PLEASE PLEASE don't close this branch!



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3. If you receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive Post Office box service or general delivery service, complete this section. How do you think Post Office Box service at the Falls Church Main Office will compare to your current service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☒

Please explain: I don't want to battle traffic and lights to get to my PO Box.

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the <> Station/Branch is discontinued?

Yes ☒ but not as often as I want be in the area. No ☐

Name: [REDACTED]  
(please print your name)

Address: [REDACTED]

Telephone number: [REDACTED] Date: 01/08/10

Please add any additional comments on a separate piece of paper and attach it to this form.  
Thank you for taking the time to complete this questionnaire.

Please return your questionnaire by January 19, 2010 to the following address:

Post Office Review Coordinator  
PO Box 3603  
Winchester, VA 22604-2593

IF YOU KEEP REDUCING THE HOURS AND SERVICES (I.E., LIKE THE REMOVAL OF THE STAMP MACHINE, SAT CLOSING & CLOSING FROM 2-3) IT IS NO WONDER THAT TRAFFIC IS DOWN AT THE OFFICE.

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April 29, 2010



Dear Postal Customer:

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d. Buy Certified Mail™, Registered Mail™, Insured mail, Delivery Confirmation™, or Signature Confirmation™	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Send Express Mail®	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Pick up mail from a Post Office Box	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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## Other postal services:

a. Enter permit mailings Yes ☒ No ☐

## Nonpostal Services

a. Picking up government  
forms (such as tax forms) Yes ☒ No ☐b. Assisting senior citizens,  
persons with disabilities, etc. Yes ☒ No ☐If yes, please explain: If they need help to post  
the mail everyone help them or  
anything they requested

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐No ☒

If yes, which offices: \_\_\_\_\_

-2-

3. If you receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive Post Office box service or general delivery service, complete this section. How do you think Post Office Box service at the Falls Church Main Office will compare to your current service?

Better ☐ Just as Good ☐ No Opinion ☒ Worse ☐

Please explain.

Even if your company said  
is just 1.7 miles that is not true  
compare to the traffic lights to  
get there is no comparison at all.  
to our Post office Place.

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the <> Station/Branch is discontinued?

Yes ☐ No ☒

Name: [REDACTED]  
(please print your name)

Address: [REDACTED]

Telephone number: [REDACTED] Date: 1/8/10

Please add any additional comments on a separate piece of paper and attach it to this form.  
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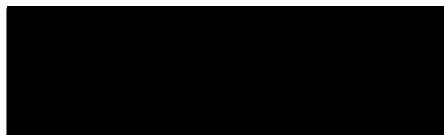
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Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Pimmit Branch, Falls Church, VA. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You stated that the new post office is harder to get to due to the number of stop lights. The Postal Service has developed a number of convenient options that can save customers a trip to the Post Office. For instance, customers can buy stamps online on our Web site at [www.usps.com](http://www.usps.com), by phone at 1-800-STAMPS24, or by mail. Stamp orders are delivered directly to customer mailing addresses. Our Click-N-Ship online mailing service will calculate and print mailing labels with postage. It also offers free Delivery Confirmation or Signature Confirmation as an option. Free carrier pickup may be requested online and is available with Express Mail Overnight Guaranteed, Priority Mail and International Mail. Customers can also place their mail on hold, file a change-of-address order, or request redelivery of an item of which a notice was left my calling 1-800-ASK-USPS or visiting [www.usps.com](http://www.usps.com).

You had indicated on your questionnaire that you utilized the post office for non-postal services such as picking up government forms. Nonpostal services provided by the Pimmit Branch will be available at other nearby post offices. Government forms normally provided in the lobbies will also be available at other post offices or by contacting your local government agency.

If it is determined that a discontinuance of the Pimmit Branch should be pursued, a proposal will be written and forwarded to USPS Headquarters for final approval. If USPS Headquarters feels the proposal is warranted, a final determination will be written. Affected customers will be notified if a decision is made to discontinue the Pimmit Branch.

If you have additional questions or comments, please feel free to contact Donna Bradley, Postmaster, Falls Church, VA at 703 -532-8504.

Sincerely,

Robert S. Gingell  
Sr. Manager, Post Office Operations  
8409 Lee Highway  
Merrifield, VA 22081-9998



Postal Customer Questionnaire

1. Please check the appropriate box to indicate if you use the Permit Branch for the following services:

Postal Services	Daily	Weekly	Monthly	Never
a. Buy stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mail letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mail packages	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Buy Certified Mail™, Registered Mail™, Insured mail, Delivery Confirmation™, or Signature Confirmation™	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
e. Send Express Mail®	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Pick up mail from a Post Office Box	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Pick up mail from general delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Buying Postal Money Orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buy stamp-collecting products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other postal services:

a. Enter permit mailings Yes ☐ No ☐

Nonpostal Services

a. Picking up government forms (such as tax forms) Yes ☐ No ☐

b. Assisting senior citizens, persons with disabilities, etc. Yes ☐ No ☐

If yes, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



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If you receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive Post Office box service or general delivery service, complete this section. How do you think Post Office Box service at the Falls Church Main Office will compare to your current service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☐

Please explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the <- Station/Branch is discontinued?

Yes ☐ No ☐

Name: \_\_\_\_\_  
(please print your name)

Address: \_\_\_\_\_

Telephone number: \_\_\_\_\_ Date: 1/21/10

Please add any additional comments on a separate piece of paper and attach it to this form.  
Thank you for taking the time to complete this questionnaire.

\* Please return your questionnaire by January 19, 2010 to the following address:

\* I didn't receive this form until 1/20/10

Post Office Review Coordinator  
PO Box 3603  
Winchester, VA 22604-2593

Please don't close the Pimmit P.O.  
It is so convenient to Trader  
Joe's & Whole Foods, as well as  
the library. It's important for  
both the nearby businesses  
and residents. The McLean  
Post Office is always over-  
crowded, with long lines.  
Even though I live in McLean,  
I always use the Pimmit one.  
The clerks are outstanding! \_\_\_\_\_





April 7, 2010



Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Pimmit Branch, Falls Church, VA. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You stated that the McLean main office is over crowded and has long lines. The Postal Service™ shares the problem of occasional long lines with banks, supermarkets, and other retail outlets. Lines occur most often on Mondays, day after holidays, during lunch hours, and near closing times. We make a concerted effort to match our staffing schedules with the known peaks of customer traffic. To minimize wait time, we rely upon our Postmasters to take steps to remedy the situation and ensure that customers do not have to wait in line an unreasonable or excessive amount of time.

We are aware that our customers lead busy lives and have taken steps to make buying Postal Service™ products easier. Stamps by Mail envelopes are available at your local Post Office™. You can also purchase stamps by phone (800-782-6724) or through the Internet at: [usps.com](http://usps.com).

Our goal is to provide our customers with the best possible postal service. We continue to concentrate our efforts in speeding up our transactions and improving the level of service you receive. Your concerns about long lines at the McLean main office will be conveyed to the postmaster.

You should also expect to receive the same friendly and courteous service that you receive from the clerks at the Pimmit Branch.

If it is determined that a discontinuance of the Pimmit Branch should be pursued, a proposal will be written and forwarded to USPS Headquarters for final approval. If USPS Headquarters feels the proposal is warranted, a final determination will be written. Affected customers will be notified if a decision is made to discontinue the Pimmit Branch.

If you have additional questions or comments, please feel free to contact Donna Bradley, Postmaster, Falls Church, VA at 703 -532-8504.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Gingell".

Robert S. Gingell  
Sr. Manager, Post Office Operations  
8409 Lee Highway  
Merrifield, VA 22081-9998

### Postal Customer Questionnaire

1. Please check the appropriate box to indicate if you use the Pimmit Branch for the following services:

Postal Services	Daily	Weekly	Monthly	Never
a. Buy stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mail letters	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mail packages	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Buy Certified Mail™, Registered Mail™, Insured mail, Delivery Confirmation™, or Signature Confirmation™	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
e. Send Express Mail®	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Pick up mail from a Post Office Box	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Pick up mail from general delivery 7	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Buying Postal Money Orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buy stamp-collecting products	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

#### Other postal services:

a. Enter permit mailings Yes ☐ No ☒

#### Nonpostal Services

a. Picking up government forms (such as tax forms) Yes ☒ No ☐

b. Assisting senior citizens, persons with disabilities, etc. Yes ☒ No ☐

If yes, please explain: My neighbors are elderly & need handicap access. I help them come to mail their packages & get their important mail forwarded to them when they leave for the winter to Florida. During the rest of the year they use the Post office very frequently to send things to grandchildren in Ohio.

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: Pimmit Post office is the Post office in Tysons Corner!  
How can you close it?  
We need the post office open for business & it is conveniently located.

The Pimmit Branch post office has been our post office for years and the post office of our neighbors. We need to be able to receive mail here and send mail packages from here. There just aren't enough post offices of excellent service & short lines in our area. This office is vital we need to keep it.

-2-

3. If you receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive Post Office box service or general delivery service, complete this section. How do you think Post Office Box service at the Falls Church Main Office will compare to your current service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☒

Please explain. Pimmit is conveniently located in Tysons Corner, the long has  
you get your business mailed and picked up and it is close, and easier to access  
morning, always parking available

4. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the <> Station/Branch is discontinued?

Yes ☐

No ☒

myclesner  
Leelo Pizzas  
SPA  
Therapy Joes  
Post Office  
7-11  
all in same shopping mall

Name: [REDACTED]  
(please print your name)

Address: [REDACTED]

Telephone number: [REDACTED]

Date: Jan. 10, 2010

Please add any additional comments on a separate piece of paper and attach it to this form.  
Thank you for taking the time to complete this questionnaire.

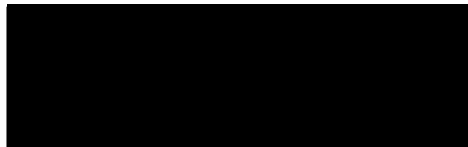
Please return your questionnaire by January 19, 2010 to the following address:

Post Office Review Coordinator  
PO Box 3603  
Winchester, VA 22604-2593

Please Keep our Pimmit Post office Open  
We need it in Tysons Corner. Accessible  
no traffic to get to it, Nice workers - Javie,  
We have done our mailing here for years.  
We need a Post office, easy to park too.



April 7, 2010



Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Pimmit Branch, Falls Church, VA. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You stated that the Pimmit Branch is much more convenient than other postal locations. The Postal Service has developed a number of convenient options that can save customers a trip to the Post Office. For instance, customers can buy stamps online on our Web site at [www.usps.com](http://www.usps.com), by phone at 1-800-STAMPS24, or by mail. Stamp orders are delivered directly to customer mailing addresses. Our Click-N-Ship online mailing service will calculate and print mailing labels with postage. It also offers free Delivery Confirmation or Signature Confirmation as an option. Free carrier pickup may be requested online and is available with Express Mail Overnight Guaranteed, Priority Mail and International Mail. Customers can also place their mail on hold, file a change-of-address order, or request redelivery of an item of which a notice was left by calling 1-800-ASK-USPS or visiting [www.usps.com](http://www.usps.com).

You expressed concern over the level of assistance provided to the elderly. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery services. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. Elderly customers should expect the same level of assistance and helpful service from the surrounding post offices.

If it is determined that a discontinuance of the Pimmit Branch should be pursued, a proposal will be written and forwarded to USPS Headquarters for final approval. If USPS Headquarters feels the proposal is warranted, a final determination will be written. Affected customers will be notified if a decision is made to discontinue the Pimmit Branch.

If you have additional questions or comments, please feel free to contact Donna Bradley, Postmaster, Falls Church, VA at 703 -532-8504.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert S. Gingell".

Robert S. Gingell  
Sr. Manager, Post Office Operations  
8409 Lee Highway  
Merrifield, VA 22081-9998



Postal Customer Questionnaire

1. Please check the appropriate box to indicate if you use the Permit Branch for the following services:

Postal Services	Daily	Weekly	Monthly	Never
a. Buy stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mail letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mail packages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Buy Certified Mail™, Registered Mail™, Insured mail, Delivery Confirmation™, or Signature Confirmation™	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
e. Send Express Mail®	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Pick up mail from a Post Office Box	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Pick up mail from general delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Buying Postal Money Orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buy stamp-collecting products	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other postal services:

a. Enter permit mailings Yes ☐ No ☐

Nonpostal Services

a. Picking up government forms (such as tax forms) Yes ☒ No ☐

b. Assisting senior citizens, persons with disabilities, etc. Yes ☒ No ☐

If yes, please explain: When requested, pick up mail for elderly.

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: \_\_\_\_\_

-2-

3. If you receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive Post Office box service or general delivery service, complete this section. How do you think Post Office Box service at the Falls Church Main Office will compare to your current service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☒

Please explain. There is nothing wrong with the P.M.M.T. Post office; they do excellent work. The problem is your office AND how they conduct Feasibility Studies - IT'S NOT PROFESSIONAL, AND THAT'S AN UNDERSTATEMENT! YOU WANT TO ECONOMIZE, CLOSE YOUR OFFICE!

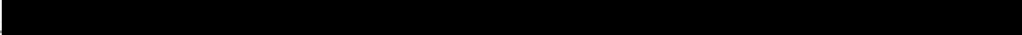
4. Do you currently use local businesses in the community?

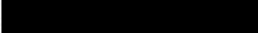
Yes ☒ No ☐

If yes, would you continue to use them if the <> Station/Branch is discontinued?

Yes ☐ No ☒

Name:   
(please print your name)

Address: 

Telephone number:  Date: 1/11/10

Please add any additional comments on a separate piece of paper and attach it to this form.  
Thank you for taking the time to complete this questionnaire.

Please return your questionnaire by January 19, 2010 to the following address:

Post Office Review Coordinator  
PO Box 3603  
Winchester, VA 22604-2593



April 7, 2010



Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Pimmit Branch, Falls Church, VA. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You stated that the method utilized by the Postal Service to conduct feasibility studies is not professional. The questionnaire provides the Postal Service with data necessary to evaluate the needs of the community.

You expressed concern over the level of assistance provided to the elderly. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery services. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. Elderly customers should expect the same level of assistance and helpful service from the surrounding post offices.

You further stated that you utilized the post office for non-postal services such as picking up government forms. Nonpostal services provided by the Pimmit Branch will be available at other nearby post offices. Government forms normally provided in the lobbies will also be available at other post offices or by contacting your local government agency.

If it is determined that a discontinuance of the Pimmit Branch should be pursued, a proposal will be written and forwarded to USPS Headquarters for final approval. If USPS Headquarters feels the proposal is warranted, a final determination will be written. Affected customers will be notified if a decision is made to discontinue the Pimmit Branch.

If you have additional questions or comments, please feel free to contact Donna Bradley, Postmaster, Falls Church, VA at 703 -532-8504.

Sincerely,

A handwritten signature in dark ink, appearing to read "Robert S. Gingell".

Robert S. Gingell  
Sr. Manager, Post Office Operations  
8409 Lee Highway  
Merrifield, VA 22081-9998



### Postal Customer Questionnaire

1. Please check the appropriate box to indicate if you use the Permit Branch for the following services:

Postal Services	Daily	Weekly	Monthly	Never
a. Buy stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mail letters	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mail packages	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Buy Certified Mail™, Registered Mail™, Insured mail, Delivery Confirmation™, or Signature Confirmation™	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Send Express Mail®	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Pick up mail from a Post Office Box	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Pick up mail from general delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Buying Postal Money Orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buy stamp-collecting products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Other postal services:**

a. Enter permit mailings Yes ☐ No ☒

**Nonpostal Services**

a. Picking up government forms (such as tax forms) Yes ☐ No ☒

b. Assisting senior citizens, persons with disabilities, etc. Yes ☐ No ☒

If yes, please explain: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_



-2-

3. If you receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive Post Office box service or general delivery service, complete this section. How do you think Post Office Box service at the Falls Church Main Office will compare to your current service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☐

Please explain. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the <> Station/Branch is discontinued?

Yes ☒ but less often No ☐

Name: \_\_\_\_\_  
(please print your name)

Address: \_\_\_\_\_

Telephone number: \_\_\_\_\_ Date: 1/20/2010

Please add any additional comments on a separate piece of paper and attach it to this form.  
Thank you for taking the time to complete this questionnaire.

Please return your questionnaire by January 19, 2010 to the following address:

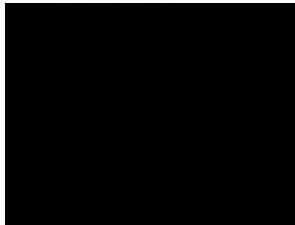
Post Office Review Coordinator  
PO Box 3603  
Winchester, VA 22604-2593

Addendum:

I want to add that I love this branch. I have used downtown Falls Church and Merrifield branches but I prefer the Pimmit Hills branch. Janice and Kim are extremely competent and personable. They are efficient and knowledgeable about all the nuances of USPS. . They epitomize the definition of superb customer service. The branch, whose customers are quite diverse, has a neighborhood feel. In addition, this branch is on the route and close to my office and is convenient to Trader Joe's and Whole Foods (where I prefer to shop for groceries).

I would very much regret the closing of this branch. Please do not close it.

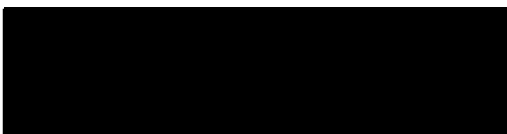
Sincerely,





DOCKET NO. 22043  
ITEM NO. 12  
PAGE 134

April 29, 2010



Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Pimmit Branch, Falls Church, VA. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You stated said that you receive professional and competent assistance from the personnel at the Pimmit Branch. Knowledgeable, courteous and helpful service will be provided by personnel at the Falls Church Main Post Office and other post offices in the area.

If it is determined that a discontinuance of the Pimmit Branch should be pursued, a proposal will be written and forwarded to USPS Headquarters for final approval. If USPS Headquarters feels the proposal is warranted, a final determination will be written. Affected customers will be notified if a decision is made to discontinue the Pimmit Branch.

If you have additional questions or comments, please feel free to contact Donna Bradley, Postmaster, Falls Church, VA at 703 -532-8504.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert S. Gingell".

Robert S. Gingell  
Sr. Manager, Post Office Operations  
8409 Lee Highway  
Merrifield, VA 22081-9998



## Postal Customer Questionnaire

1. Please check the appropriate box to indicate if you use the Permit Branch for the following services:

Postal Services	Daily	Weekly	Monthly	Never
a. Buy stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mail letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mail packages	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Buy Certified Mail™, Registered Mail™, Insured mail, Delivery Confirmation™, or Signature Confirmation™	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
e. Send Express Mail®	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Pick up mail from a Post Office Box	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Pick up mail from general delivery	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Buying Postal Money Orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buy stamp-collecting products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other postal services:

a. Enter permit mailings Yes ☐ No ☒

### Nonpostal Services

a. Picking up government forms (such as tax forms) Yes ☐ No ☒

b. Assisting senior citizens, persons with disabilities, etc. Yes ☐ No ☒

If yes, please explain: \_\_\_\_\_

\_\_\_\_\_

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: \_\_\_\_\_

\_\_\_\_\_

-2-

3. If you receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive Post Office box service or general delivery service, complete this section. How do you think Post Office Box service at the Falls Church Main Office will compare to your current service?

Better ☒ Just as Good ☐ No Opinion ☐ Worse ☐

Please explain. It is a small Post office. The staff is very friendly & helpful. The post office box is for a rescue. We have had this address for at least 20 years.

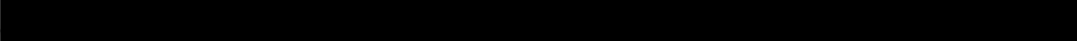
4. Do you currently use local businesses in the community?

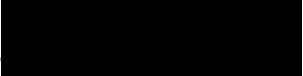
Yes ☒ No ☐

If yes, would you continue to use them if the <> Station/Branch is discontinued?

Yes ☒ No ☐

Name:  (please print your name)

Address: 

Telephone number:  Date: 1/8/09

Please add any additional comments on a separate piece of paper and attach it to this form.  
Thank you for taking the time to complete this questionnaire.

Please return your questionnaire by January 19, 2010 to the following address:

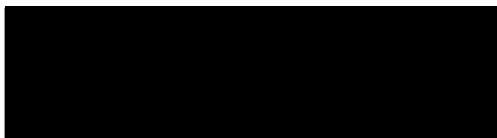
Post Office Review Coordinator  
PO Box 3603  
Winchester, VA 22604-2593



UNITED STATES  
POSTAL SERVICE

DOCKET NO. 22043  
ITEM NO. 12  
PAGE 136

May 18, 2010



Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Pimmit Branch, Falls Church, VA. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Pimmit Branch should be pursued, a proposal will be written and forwarded to USPS Headquarters for final approval. If USPS Headquarters feels the proposal is warranted, a final determination will be written. Affected customers will be notified if a decision is made to discontinue the Pimmit Branch.

If you have additional questions or comments, please feel free to contact Donna Bradley, Postmaster, Falls Church, VA at 703 -532-8504.

Sincerely,

Robert S. Gingell  
Sr. Manager, Post Office Operations  
8409 Lee Highway  
Merrifield, VA 22081-9998



-2-

3. If you receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive Post Office box service or general delivery service, complete this section. How do you think Post Office Box service at the Falls Church Main Office will compare to your current service?

Better ☒ Just as Good ☐ No Opinion ☐ Worse ☐

Please explain: more personal service and less busy and crowded.

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the <> Station/Branch is discontinued?

Yes ☐ No ☒

Name: [REDACTED]  
(please print your name)

Address: [REDACTED]

Telephone number: [REDACTED]

Date: 1/11/10

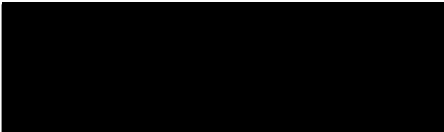
Please add any additional comments on a separate piece of paper and attach it to this form.  
Thank you for taking the time to complete this questionnaire.

Please return your questionnaire by January 19, 2010 to the following address:

Post Office Review Coordinator  
PO Box 3603  
Winchester, VA 22604-2593



May 18, 2010



Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Pimmit Branch, Falls Church, VA. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Pimmit Branch should be pursued, a proposal will be written and forwarded to USPS Headquarters for final approval. If USPS Headquarters feels the proposal is warranted, a final determination will be written. Affected customers will be notified if a decision is made to discontinue the Pimmit Branch.

If you have additional questions or comments, please feel free to contact Donna Bradley, Postmaster, Falls Church, VA at 703 -532-8504.

Sincerely,

A handwritten signature in dark ink, appearing to read "R. Gingell".

Robert S. Gingell  
Sr. Manager, Post Office Operations  
8409 Lee Highway  
Merrifield, VA 22081-9998



### Postal Customer Questionnaire

1. Please check the appropriate box to indicate if you use the Permit Branch for the following services:

Postal Services	Daily	Weekly	Monthly	Never
a. Buy stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mail letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mail packages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Buy Certified Mail™, Registered Mail™, Insured mail, Delivery Confirmation™, or Signature Confirmation™	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Send Express Mail®	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Pick up mail from a Post Office Box	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Pick up mail from general delivery	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Buying Postal Money Orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buy stamp-collecting products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Other postal services:**

a. Enter permit mailings Yes ☐ No ☒

**Nonpostal Services**

a. Picking up government forms (such as tax forms) Yes ☐ No ☒

b. Assisting senior citizens, persons with disabilities, etc. Yes ☐ No ☒

If yes, please explain: \_\_\_\_\_

\_\_\_\_\_

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: \_\_\_\_\_

\_\_\_\_\_



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ITEM NO. 12  
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-2-

3. If you receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive Post Office box service or general delivery service, complete this section. How do you think Post Office Box service at the Falls Church Main Office will compare to your current service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☒

Please explain.

is a lot of my money is hard to  
get out of this box office. Especially  
during rush hour

4. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the <> Station/Branch is discontinued?

Yes ☒

No ☐

Name: [REDACTED]  
(please print your name)

Address: [REDACTED]

Telephone number: [REDACTED]

Date: 01/10/09

Please add any additional comments on a separate piece of paper and attach it to this form.  
Thank you for taking the time to complete this questionnaire.

Please return your questionnaire by January 19, 2010 to the following address:

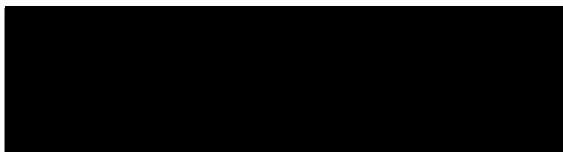
Post Office Review Coordinator  
PO Box 3603  
Winchester, VA 22604-2593

Please keep this  
Pimmit Branch open.  
we need this one.  
is nice to have a  
post office in Pimmit  
specially for seniors.  
Thank you [REDACTED]



DOCKET NO. 22043  
ITEM NO. 12  
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May 18, 2010



Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Pimmit Branch, Falls Church, VA. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You stated that the Falls Church Main Post Office is out of the way and hard to get out of the parking lot. The Postal Service has developed a number of convenient options that can save customers a trip to the Post Office. For instance, customers can buy stamps online on our Web site at [www.usps.com](http://www.usps.com), by phone at 1-800-STAMPS24, or by mail. Stamp orders are delivered directly to customer mailing addresses. Our Click-N-Ship online mailing service will calculate and print mailing labels with postage. It also offers free Delivery Confirmation or Signature Confirmation as an option. Free carrier pickup may be requested online and is available with Express Mail Overnight Guaranteed, Priority Mail and International Mail. Customers can also place their mail on hold, file a change-of-address order, or request redelivery of an item of which a notice was left by calling 1-800-ASK-USPS or visiting [www.usps.com](http://www.usps.com).

You expressed concern over the level of assistance provided to the elderly. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery services. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. Elderly customers should expect the same level of assistance and helpful service from the surrounding post offices.

If it is determined that a discontinuance of the Pimmit Branch should be pursued, a proposal will be written and forwarded to USPS Headquarters for final approval. If USPS Headquarters feels the proposal is warranted, a final determination will be written. Affected customers will be notified if a decision is made to discontinue the Pimmit Branch.

If you have additional questions or comments, please feel free to contact Donna Bradley, Postmaster, Falls Church, VA at 703-532-8504.

Sincerely,

Robert S. Gingell  
Sr. Manager, Post Office Operations  
8409 Lee Highway  
Merrifield, VA 22081-9998



### Postal Customer Questionnaire

1. Please check the appropriate box to indicate if you use the Permit Branch for the following services:

Postal Services	Daily	Weekly	Monthly	Never
a. Buy stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mail letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. Mail packages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Buy Certified Mail™, Registered Mail™, Insured mail, Delivery Confirmation™, or Signature Confirmation™	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Send Express Mail®	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Pick up mail from a Post Office Box	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Pick up mail from general delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Buying Postal Money Orders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buy stamp-collecting products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Other postal services:**

a. Enter permit mailings Yes ☐ No ☒

**Nonpostal Services**

a. Picking up government forms (such as tax forms) Yes ☐ No ☒

b. Assisting senior citizens, persons with disabilities, etc. Yes ☐ No ☒

If yes, please explain: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒ No ☐

If yes, which offices: McLEAN 22102

\_\_\_\_\_  
\_\_\_\_\_

-2-

3. If you receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive Post Office box service or general delivery service, complete this section. How do you think Post Office Box service at the Falls Church Main Office will compare to your current service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☒

Please explain. will be a long drive

I'll switch to McLean 22102 for POBox/other services

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the <> Station/Branch is discontinued?

Yes ☐ No ☒

Name: \_\_\_\_\_  
(please print your name)

Address: \_\_\_\_\_

Telephone number: \_\_\_\_\_ Date: 1-8-10

Please add any additional comments on a separate piece of paper and attach it to this form.  
Thank you for taking the time to complete this questionnaire.

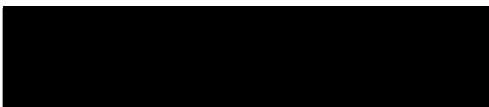
Please return your questionnaire by January 19, 2010 to the following address:

Post Office Review Coordinator  
PO Box 3603  
Winchester, VA 22604-2593



DOCKET NO. 22043  
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May 18, 2010



Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Pimmit Branch, Falls Church, VA. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You stated that the new Falls Church Main Post Office is a longer drive. The Postal Service has developed a number of convenient options that can save customers a trip to the Post Office. For instance, customers can buy stamps online on our Web site at [www.usps.com](http://www.usps.com), by phone at 1-800-STAMPS24, or by mail. Stamp orders are delivered directly to customer mailing addresses. Our Click-N-Ship online mailing service will calculate and print mailing labels with postage. It also offers free Delivery Confirmation or Signature Confirmation as an option. Free carrier pickup may be requested online and is available with Express Mail Overnight Guaranteed, Priority Mail and International Mail. Customers can also place their mail on hold, file a change-of-address order, or request redelivery of an item of which a notice was left by calling 1-800-ASK-USPS or visiting [www.usps.com](http://www.usps.com).

If it is determined that a discontinuance of the Pimmit Branch should be pursued, a proposal will be written and forwarded to USPS Headquarters for final approval. If USPS Headquarters feels the proposal is warranted, a final determination will be written. Affected customers will be notified if a decision is made to discontinue the Pimmit Branch.

If you have additional questions or comments, please feel free to contact Donna Bradley, Postmaster, Falls Church, VA at 703 -532-8504.

Sincerely,

Robert S. Gingell  
Sr. Manager, Post Office Operations  
8409 Lee Highway  
Merrifield, VA 22081-9998

### Postal Customer Questionnaire

1. Please check the appropriate box to indicate if you use the Permit Branch for the following services:

Postal Services	Daily	Weekly	Monthly	Never
a. Buy stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mail letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mail packages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Buy Certified Mail™, Registered Mail™, Insured mail, Delivery Confirmation™, or Signature Confirmation™	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Send Express Mail®	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Pick up mail from a Post Office Box	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Pick up mail from general delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Buying Postal Money Orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buy stamp-collecting products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Other postal services:**

a. Enter permit mailings Yes ☐ No ☒

**Nonpostal Services**

a. Picking up government forms (such as tax forms) Yes ☐ No ☒

b. Assisting senior citizens, persons with disabilities, etc. Yes ☐ No ☒

If yes, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒

No ☐

If yes, which offices: At times

\_\_\_\_\_

\_\_\_\_\_

*Sorry this is so late. Not sure if it will  
help at this late date, but I appreciate being asked  
for my input.*



-2-

3. If you receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive Post Office box service or general delivery service, complete this section. How do you think Post Office Box service at the Falls Church Main Office will compare to your current service?

Better ☐ Just as Good ☐ No Opinion ☒ Worse ☒

Please explain. Difficult in thinking about it,  
the Pimmit Branch is more convenient &  
easier to access. The people are helpful &  
customer-service oriented.

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the <> Station/Branch is discontinued?

Yes ☐ No ☐

Name: [REDACTED]  
(please print your name)

Address: [REDACTED]

Telephone number: \_\_\_\_\_ Date: 2-22-10

Please add any additional comments on a separate piece of paper and attach it to this form.  
Thank you for taking the time to complete this questionnaire.

Please return your questionnaire by January 19, 2010 to the following address:

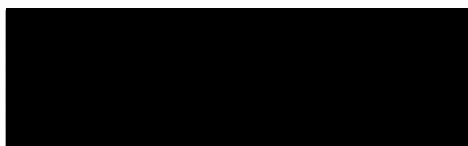
Post Office Review Coordinator  
PO Box 3603  
Winchester, VA 22604-2593

*I like the*  
*Pimmit Branch*  
*& hope it stay*  
*open.*  
*Thank You!*



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May 18, 2010



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The Postal Service has developed a number of convenient options that can save customers a trip to the Post Office. For instance, customers can buy stamps online on our Web site at [www.usps.com](http://www.usps.com), by phone at 1-800-STAMPS24, or by mail. Stamp orders are delivered directly to customer mailing addresses. Our Click-N-Ship online mailing service will calculate and print mailing labels with postage. It also offers free Delivery Confirmation or Signature Confirmation as an option. Free carrier pickup may be requested online and is available with Express Mail Overnight Guaranteed, Priority Mail and International Mail. Customers can also place their mail on hold, file a change-of-address order, or request redelivery of an item of which a notice was left by calling 1-800-ASK-USPS or visiting [www.usps.com](http://www.usps.com).

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Sincerely,

Robert S. Gingell  
Sr. Manager, Post Office Operations  
8409 Lee Highway  
Merrifield, VA 22081-9998